MOST COMMON INQUIRIES

1. Rate of pay

EXAMPLE:
An employee states that the hourly rate of pay on his/her Leave and Earning Statement (LES) is not correct.

PROBABLE CAUSES
1. SF50 not processed by personnel
2. SF50 not processed by payroll
3. Retroactive entitlement not paid due to invalid retro T&A

Questions the CSR should ask

Has the employee received a SF50 changing the rate of pay?
What is the effective date of the pay change?
What is the approval date (block 49) on the SF50?

The CSR should first make sure that the employee has received a SF50. If yes, the CSR should check DCPS to insure the SF50 has processed. If the SF50 has not been processed the CSR should contact the Payroll Office. If the employee has not received an SF50 the employee should be directed to check with his/her supervisor to make sure the SF52 (Request for Personnel Action) has been submitted to the Personnel Office. If the supervisor has submitted the request but the employee has not received an SF50 the employee should be directed to the Personnel Office. If the Personnel Office has processed the SF50, the Personnel Office should contact the Payroll Office Technician.

To determine if the SF50 has been processed in DCPS the CSR will use the DCPS Master Employee Inquiry menu. Select the Pay Rates and Appointments screen. These records are referred to as supplemental records. All record types of “T” (temporary) would display first; then Record Types of “P” (permanent). Both would display newest to oldest date effective. By pressing F2 the previous personnel action can be viewed. The CSR should refer to Appendix H to discern what each NOAC represents. The CSR should write down each Effective Date, the Nature of Action Code (NOAC) and the hourly/daily rate of pay for each supplemental record. As each record is listed the CSR can determine if a change of salary has been processed.

If the CSR determines that the personnel action has processed in DCPS the CSR will then use DCPS Master History Inquiry to verify the payments to the employee.

On the Master History Inquiry screen the CSR enters the employees SSN and the pay period ending date that the employee was entitled to the increase of salary. The CSR selects menu (2.) Master Pay History. The CSR should verify how many regular hours/days the employee was paid for (RA). The CSR will divide the regular salary by the number of hours/days to determine the hourly/daily rate the employee was paid at for that pay period. Compare this hourly/daily rate to the record made of the supplemental records. If the amount paid to the employee matches the rate of pay in the employee supplemental record then DCPS paid the employee when the increase was due.

If the employee was paid the entitlement after the effective pay period DCPS will note all retro payments under the actual payments for the pay period. Add the retro RA to the actual payment, and then divide by the number of hours/days worked. If the combined amount matches the rate of pay in the employee supplemental record then DCPS paid the employee retroactively the increase.

To verify the employee received the retro the CSR can check the entitlements paid on the pay period shown under the Adjustment Date Effective field. The pay period the employee was paid the retro will be shown under the Adjustment Date Effective field (Adj Dt Eff). Press SHIFT+F2 to go forward to the PPE shown in the Adj Dt Eff field. Add all entitlements and the CSR can determine that the retro entitlement was included in the employees gross.

If the new salary amount is on the employee supplemental record but the entitlement was never paid to the employee the CSR should first check the Time and Attendance Retro Invalid Report. Any employee on this report will not be paid a retro until the invalid is corrected. If the employee is not on the retro invalid report the CSR should contact the payroll technician for assistance.

2. Number of hours paid

EXAMPLE
Employee states that the number of hours paid for a pay period are less than his normal hours paid.

PROBABLE CAUSES
1. Time and Attendance was not reported
2. Time and Attendance was entered incorrectly
3. Leave charges were converted to Leave Without Pay (LWOP)

Questions the CSR should ask

Has the employee received/checked this Leave and Earnings Statement (LES)?
Was more leave charged than the employee actually took?
Was leave without pay (LWOP) charged?

The employee should have verified with his supervisor/Timekeeper that the time was authorized before reporting the problem to the CSR. If there is a problem, the CSR should first determine what Time and Attendance (T&A) was reported for the employee. The CSR uses the DCPS Master History Inquiry menu. The CSR selects menu (3.) Master Time History. The CSR compares the timecard to the T&A shown in DCPS.

Time and attendance for all scheduled hours must be reported. If not, DCPS will generate annual leave (LA) if the timekeeper did not enter the timecard before the final pass of pay processing. If time was not reported DCPS will display a “T” in the S/G (System Generated) column on the Master Time History Screen.

Appendix G lists all System Generated Indicator codes. The system-generated code identifies which DCPS program caused the adjustment. If T&A is not reported then the system charges annual leave for the number of hours the employee is scheduled to work. This employee should have shown on the timekeepers Missing Time Report. If the employee is not eligible to use annual leave DCPS will default to LWOP (i.e. teachers and temp appointments less than 90 days). If the time card was not entered and the employee did not have enough annual leave balance to cover the annual leave charge then DCPS will display a “L” in the S/G column to show that the leave program converted the annual leave charge to LWOP. This employee would have been displayed on the Conversion of Hours Report.

If the time card was entered (no “T” codes) but the employee used more leave than was available to him the adjustment will be shown with a “L” entry under the S/G column. (Refer to Inquiry #3) If the timecard was not entered correctly then the timekeeper should correct the entry.

After the timecard is entered the CSR may submit a special pay request to the Payroll Office if the employee received less than 90% of his normal pay and allowances.

3. Leave balances are not correct

EXAMPLE:
Employee states that he was charged the wrong type of leave

PROBABLE CAUSES

1. Time and Attendance was not reported
2. Time and Attendance was entered incorrectly
3. Leave charges were converted
4. Leave authorization was not entered

Questions the CSR should ask

Has the employee verified with the Supervisor/Timekeeper that the time was reported?
Has the employee received/checked his LES?
Did the employee have the leave available on the previous LES?

The CSR should first verify what Time and Attendance (T&A) was reported for the employee. The CSR uses the DCPS Master History Inquiry menu and using the Master Time History screen compare the timecard to the T&A shown in DCPS.

If the timesheet was not entered then the timekeeper should enter the timesheet.

If the timesheet was entered incorrectly then the timekeeper should correct the entry.

The CSR should review the leave balances available to the employee by selecting the Master History Inquiry menu (1) Master Leave History for the pay period in question and press the SHIFT+F3 key (refer to Appendix H for help on function keys) to view the previous pay period leave balances to determine if the leave was available.

Check the Adj Date under the Pay Period Date to determine if a prior timesheet adjustment has changed the leave balances for this pay period. If the Adj Date is different than the Pay Period Date then a retro has processed in DCPS. The CSR should then press SHIFT+F3 to find the pay period the retro was processed for, continue to press the SHIFT+F3 key until the dates are the same. Then press the SHIFT+F2 key, this is the pay period where the adjustment was made. Press the F12 key. DCPS will display the Master Pay History. The CSR should check the pay for the pay period. Review the entire record. Retroactive entitlements will display under the original pay for the pay period.

Press the F12 key. DCPS will display the Master Time History. Original entries will be blank in the Adj Date field. Corrections, processed after the pay period ending date, will show the pay period ending date the adjustment was processed.

The CSR should check for leave entries that would use the leave balances for this prior pay period. Even though the employee's last LES showed enough leave for the current pay period, because the leave may have been used on a prior pay period adjustment, the leave would not have actually been available. DCPS processes prior pay period adjustments before the current timesheet entries. DCPS then recalculates each pay period leave balance.

Some types of leave require that the leave authorization be processed by the CSR.

1. Advanced annual leave
2. Advanced sick leave
3. Restored leave/BRAC leave
4. LES leave balances
5. Family Medical leave

Some types of leave require that the leave authorization be processed by the Payroll Office.

1. Donated leave
2. SF1150 leave balance
3. Home leave entitlement
4. Time Off Award

Some types of leave require multiple timesheet entries to process correctly.

1. Date of Injury (LU) must be entered first to pay (COP) Continuation of Pay (LT)
2. Compensatory time earned (CE) must be entered first to pay Compensatory Time (CT) taken

The CSR should review the leave record to ensure the leave authorization has been processed with the correct effective date. The CSR should notify the payroll technician if the authorization has not been processed in DCPS.

4. Paycheck was not received

EXAMPLE:
Employee states he did not receive any payment for a pay period.

PROBABLE CAUSES

1. New employee without a personnel action
2. Time and Attendance not reported
3. Hard copy check delayed or lost
4. Direct deposit to incorrect financial institution
5. Direct deposit to incorrect account number

Questions the CSR should ask

Has the employee received/checked his LES?
Is the mailing address correct in DCPS?
Is the bank information correct in DCPS?

The CSR should verify if the employee has a DCPS record. Select On-line Inquires Menu then select Master Employee Inquiry, enter the employee's SSN, and option (1.) Misc/Address/Net check and Allotments/Quarterly Earnings.
This screen is referred to as the MER screen.

The SSN will highlight in red and an error message at the bottom of the monitor will display "Employee ID Not Found" if the SSN is typed incorrectly or not in the DCPS database. A SSN not in the database is usually a newly hired employee that has not interfaced yet to payroll. The CSR should verify the "New Hire Report " to ensure that the employee did not interface with a different social security number. The CSR should contact the timekeeper and verify the dates T&A should have been reported for the pay period. Notify the payroll technician the name, SSN, UIC, Organization Code and date of the first day of work. The payroll technician will contact the Personnel Office.

If the SSN is valid in DCPS the master employee record (MER) will display. Verify the distribution for net check. Appendix G (Payment Method Code) lists all codes for the disbursement of an employee's net pay. The CSR should verify and correct if necessary. Screen-print the current display before making any changes for future reference.

Hard Copy Checks

For employees without a direct deposit authorization net payments will be issued as a hard copy check to the mailing address in DCPS. If the employee does not receive the check by the payday the employee may request a replacement check three (3) days after the date of pay. The employee must complete DD Form 2660 " Statement of Claimant Requesting Recertified Check" and fax it to the Customer Service Desk at the payroll office.

EFT Payments
If the net pay was processed with a direct deposit authorization the employee should contact the electronic funds transfer (EFT) representative at his financial institution. The EFT representative will be able to verify the status of the deposit. The CSR should not proceed with this type of inquiry until the employee has confirmed with the financial institution the deposit status. The employee should not rely on checking the status of his account through an ATM or an automated bank voice system. Many financial institutions do not update the ATM information at the same time that a deposit is processed.

The financial institution can reject the deposit if

Account closed
Incorrect Routing Transit Number (RTN)
Incorrect account number
Incorrect account type indicator

The employee should complete a new Direct Deposit Sign-Up Form (SF1199A) and forward it to the CSR. The CSR should notify the payroll technician that the direct deposit information has been modified and the Payroll Office will receive an EFT reject.

If the financial institution rejects the deposit the Federal Reserve Bank (FRB) will notify the Payroll Office by a listing. The payroll technician will contact the CSR for the correct EFT information. The Payroll Office will retransmit the deposit to the financial institution.

If the correct EFT information cannot be obtained timely from the CSR, the payroll office will mail a hard copy check to the current DCPS mailing address of the employee.

5. LES was not received

EXAMPLE
An employee states he received his pay in his bank but he has not received his LES.

PROBABLE CAUSES
1. Employee has changed his address and not notified the CSR.
2. LES is delayed by the postal service

Questions the CSR should ask
Has the employee moved?
Has the employee contacted the Post Office?

DCPS LES reprints may be requested for the current pay period and up to 2 prior pay periods via the CSR Reprint Menu.

The employee also has the option of reprinting their LES from Employee Member Self Service (E/MSS).

6. Underpaid premium pay

EXAMPLE:
An employee worked on a Sunday, overtime and on a holiday and did not receive additional money in his check.

PROBABLE CAUSES

1. Type hour code was not reported on Time and Attendance
2. Employee was not entitled to premium pay

Questions the CSR should ask

Has the employee verified with the Supervisor/Timekeeper that the time was reported correctly?

Has the employee reviewed the Leave and Earnings Statement (LES)?

The CSR should first determine what Time and Attendance (T&A) was reported for the employee. The CSR uses the DCPS Master History Inquiry menu, selecting the Master Time History and compares the timecard to the T&A shown in DCPS.

If the timecard was not entered with the premium entitlements then the timekeeper should enter the corrections. The employee will receive the payment on his next payday. An underpayment of premium pay alone does not meet the requirements for a special pay request.

DCPS has many internal edits for entitlements. The Timekeeper/CSR should refer to the T&A Eligibility Table in Appendix H. If the employee is ineligible to receive Sunday premium because the employee is part time DCPS will not allow the T&A entry. The CSR should review the Eligibility Table for the type hour code of the entitlement. The CSR should contact the payroll technician if they determine that data in the employee supplemental records is not correct. The payroll technician will research the records and notify the CSR of the findings.

7. Overpay of premium pay

EXAMPLE:
An employee received too many hours of overtime pay on his last paycheck.

PROBABLE CAUSES
Time and Attendance was reported incorrectly.

Questions the CSR should ask

Has the employee verified with the Supervisor/Timekeeper that the time was reported correctly?
Has a T&A correction been submitted?

The CSR should determine what T&A was reported for the employee. The employee may not have worked previously requested overtime.

The reported time should be corrected in DCPS.

The employee has already received too much pay for the hours actually worked. The corrected time entry will generate a debt that the employee must repay. The CSR can accept a salary deduction agreement to repay the debt. The deduction agreement is then forwarded to the Payroll Office.

If the correction is made within four pay periods and employee does not make arrangements for the repayment, the payroll office will notify the employee by memo and start a deduction of not more than 15% of the employee’s disposable net.

If the correction is made more than four pay periods later and the employee does not make arrangements for the repayment, the payroll office will notify the employee by letter and start a deduction of not more than 15% of the employee’s disposable net after 30 days.

8. Name or Social Security Number is not correct

EXAMPLE:
An employee received his LES and the spelling of his name is incorrect.

PROBABLE CAUSES
1. New hired employee was processed with an incorrect entry
2. Payroll manually entered incorrect information
3. Name has not been officially changed through personnel

Questions the CSR should ask
Has the employee received a SF50?
Has the employee changed submitted a name change to personnel?

If the employee is a new hire either personnel or payroll could have processed the incorrect entry. New Hires are interfaced to the Payroll Office. The Personnel Office may have typed the name or SSN incorrectly when the data was entered. If the interface did not meet all of the payroll edits the payroll technician may have entered the new hire manually. The payroll technician may have typed the name or SSN incorrectly. The CSR would have received notification that a new hire was processed on the CSR "New Hire" Report. The CSR should always review the New Hire Report to help prevent this type of incorrect entry.

The CSR should verify with the employee the correct information. Notify the payroll technician of the error. The payroll technician will research the payroll office reports to determine how the new hire was processed. If the record was established by personnel interface the payroll technician will contact the Personnel Office for a correction.

Employees who have changed their name or social security number must be directed to the Personnel Office to complete the proper documentation. The change will interface to the payroll office.

NOTE: On all changes to a Social Security Number it is advised that the payroll technician be contacted by personnel and/or the CSR as soon as the error is found. The payroll technician must ensure that all of the employee's pay and leave records are transferred to the new SSN if the employee has received any payments under the incorrect SSN.